GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:982
ANSWERED ON:02.03.2016
Quality of Service Performance
George Shri (Adv.) Joice

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Quality of service performance of the Telecom Service Providers (TSPs) is monitored against the benchmarks set by the Authority through quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted by the TSPs for all Licensed Service Areas (LSAs) was conducted;

(b) if so, the details thereof;

(c) whether the issue of call drops was addressed properly in the above mentioned assessments;

(d) if so, the details thereof; and

(e) the steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (e) TRAI monitors and publishes the performance parameters related to Quality of Services on quarterly basis. The latest report in this regard has been published on 16th February, 2016. The report makes an assessment on number of performance parameters including the parameters relevant to call drop. One of such parameters, 'worst affected cells having more than 3% call drop rate is directly relevant. Upon assessment it is observed that in case of 2G services, out of 217 telecommunications service providers, there were 54 defaulters for the quarter ending September 2015 and this has come down to 39 defaulters for the quarter ending December, 2015. Similarly in case of 3G services, out of 94 telecommunications service providers, there were 20 defaulters for the quarter ending September 2015 and this has come down to 18 defaulters for the quarter ending December, 2015.

The Point of Interconnection Congestion Reports are also published monthly by TRAI. However, it is more relevant to the case of wireline services.

The Government is taking all active measures to co-ordinate the stakeholders including related Government Agencies as well as the service providers for installation of additional mobile sites wherever necessary on regular basis. Around 20 thousand 2G sites and around 45 thousand 3G sites for mobile services have been added in different parts of the country in last six months.

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